

BubbleCharge Nondiscrimination Policy

Effective Date: September 1, 2026

Purpose

BubbleCharge is committed to creating a marketplace where people can access and provide EV charging services in an environment built on respect, fairness, inclusion, and equal opportunity.

Discrimination undermines trust and limits access to services. BubbleCharge believes that individuals should be able to participate in the platform without being subjected to unfair treatment, harassment, exclusion, intimidation, or denial of service based on protected characteristics.

This Nondiscrimination Policy applies to all users of the BubbleCharge platform, including Hosts, Finders, prospective users, and any individual interacting through BubbleCharge services.

This Policy applies throughout Canada and the United States and is intended to complement applicable federal, provincial, territorial, state, and local human rights, civil rights, accessibility, and anti-discrimination laws.

Equal Access to the BubbleCharge Platform

BubbleCharge strives to provide equal access to its platform and services.

Hosts and Finders are expected to treat one another fairly and respectfully throughout the reservation process, including account creation, listing creation, reservation requests, communications, reservation fulfillment, dispute resolution, and support interactions.

Participation in BubbleCharge should be based on legitimate service-related factors, such as charger compatibility, charger availability, reservation timing, safety considerations, property access requirements, vehicle charging requirements, and other objective considerations relevant to the charging service.

Users must not make decisions based on prejudice, stereotypes, assumptions, bias, hostility, or personal preferences relating to protected characteristics.

Protected Characteristics

BubbleCharge prohibits discrimination based on characteristics protected under applicable law.

Protected characteristics may include, but are not limited to:

- Race
- Colour
- Ethnic origin
- National origin
- Ancestry
- Citizenship
- Indigenous status
- Place of origin
- Religion
- Creed
- Age
- Sex
- Gender
- Gender identity
- Gender expression
- Sexual orientation
- Marital status
- Family status
- Pregnancy
- Disability
- Physical disability
- Mental disability
- Medical condition
- Genetic characteristics
- Veteran status
- Military service status
- Source of lawful income
- Language
- Immigration status where protected by law
- Any other characteristic protected under applicable law

BubbleCharge may also take action where conduct appears discriminatory even if the specific characteristic involved is not expressly listed above.

What Discrimination Means on BubbleCharge

Discrimination may occur when a person is treated differently, denied access, subjected to unfavorable treatment, harassed, intimidated, or excluded because of a protected characteristic.

Discrimination may be direct or indirect.

Discrimination may occur through:

- Listings
- Reservation requests
- Reservation approvals
- Reservation cancellations
- Communications
- Support interactions
- User conduct at charging locations
- Platform activity generally

BubbleCharge evaluates conduct based on the overall circumstances and not solely on the wording used by a user.

Host Responsibilities

Hosts play an important role in ensuring equal access to charging services.

Hosts may not refuse reservations, impose different requirements, limit access, charge different prices, provide different levels of service, or otherwise treat Finders differently because of a protected characteristic.

Hosts must evaluate reservation requests based on legitimate factors related to the charging service being offered.

Examples of legitimate considerations may include:

- Charger availability
- Connector compatibility
- Charging capacity
- Reservation timing
- Safety concerns
- Parking limitations
- Property access requirements
- Compliance with applicable laws

Hosts should not make assumptions about a Finder based on appearance, name, accent, language, disability, religion, age, gender, ethnicity, nationality, or any other protected characteristic.

Hosts may not use listings, messages, or other communications to express discriminatory preferences or discourage particular groups from using their charging service.

Finder Responsibilities

Finders are expected to treat Hosts, residents, neighbors, support personnel, and other users fairly and respectfully.

Finders may not harass, intimidate, threaten, insult, or discriminate against a Host or another user because of a protected characteristic.

Finders may not refuse to interact with a Host, submit complaints, request refunds, or otherwise attempt to obtain favorable treatment based on discriminatory motives.

Finders should evaluate charging services based on legitimate service-related considerations rather than assumptions or bias concerning a Host or the location of the charging service.

Accessibility and Disabilities

BubbleCharge supports equal participation by individuals with disabilities.

Users are expected to comply with applicable accessibility laws and human rights obligations.

Hosts should provide accurate information about material accessibility features or limitations when relevant to accessing the charging service.

Hosts may not refuse a reservation solely because a person has a disability or uses assistive devices where applicable law protects such individuals.

Users should communicate respectfully regarding accessibility needs and should not make assumptions about another person's abilities or limitations.

BubbleCharge recognizes that accessibility requirements may vary depending on the property, charging equipment, local regulations, and the specific circumstances involved.

Harassment and Hate Conduct

Discrimination often occurs alongside harassment and abusive behavior.

BubbleCharge prohibits:

- Hate speech
- Racial slurs
- Religious harassment

- Ethnic harassment
- Threats based on protected characteristics
- Intimidation
- Degrading comments
- Mockery of disabilities
- Sexual harassment
- Identity-based harassment
- Offensive stereotypes
- Incitement of hatred or violence

Users may not use BubbleCharge communications, reservations, support channels, listings, or other platform features to engage in discriminatory harassment.

Serious incidents may result in immediate account suspension or permanent removal.

Listings and Descriptions

Hosts must ensure that listing descriptions are focused on the charging service being offered.

Listings may not contain discriminatory statements, exclusions, preferences, limitations, or discouragement directed at individuals based on protected characteristics.

Examples of prohibited listing language may include:

- Statements that exclude certain races, religions, genders, ethnic groups, or nationalities.
- Statements discouraging particular groups from booking.
- Language expressing discriminatory preferences.
- Requests for information unrelated to the charging service that could be used to discriminate.

BubbleCharge may remove, modify, restrict, or disable listings that violate this Policy.

Reservation Decisions

Reservation decisions should be based on legitimate service-related considerations.

A Host may decline a reservation because:

- The charger is unavailable.
- The vehicle is incompatible.
- The reservation conflicts with availability.
- Safety concerns exist.
- Property access requirements cannot be met.
- The reservation would violate applicable laws or property rules.

A Host may not decline a reservation because of a protected characteristic.

Similarly, a Finder may not refuse a reservation, harass a Host, or submit complaints based on discriminatory preferences.

BubbleCharge may investigate reservation patterns that appear to indicate discriminatory conduct.

Retaliation Is Prohibited

Users may not retaliate against another user because that person:

- Reported discrimination.
- Submitted a complaint.
- Participated in an investigation.
- Requested assistance from BubbleCharge.
- Exercised rights protected by law.

Retaliation may include:

- Harassment
- Threats
- False reports
- Intimidation
- Repeated unwanted contact
- Attempts to damage another user's reputation

BubbleCharge may take enforcement action against retaliatory conduct regardless of the outcome of the underlying complaint.

Reporting Discrimination

Users who believe they have experienced discrimination, harassment, or unequal treatment are encouraged to contact BubbleCharge Support at support@bubblecharge.com

Reports should include as much relevant information as possible, including:

- Reservation information
- Description of the incident
- Relevant communications
- Supporting documentation
- Dates and times
- Other relevant details

Reports may be submitted 24 hours a day through the support channels provided by BubbleCharge.

All reports will be reviewed in accordance with BubbleCharge's Dispute Resolution Policy and applicable procedures.

Investigation Process

BubbleCharge may investigate allegations of discrimination and related misconduct.

During an investigation, BubbleCharge may:

- Review reservation records.
- Review account information.
- Review communications.
- Request additional information.
- Contact involved parties.
- Review prior conduct.
- Restrict account activity.
- Delay payouts or refunds where appropriate.
- Take other reasonable investigative measures.

Users are expected to cooperate honestly and in good faith.

Providing false information or attempting to interfere with an investigation may result in enforcement action.

Enforcement

BubbleCharge takes discrimination seriously.

When BubbleCharge determines that a user has violated this Policy, it may take action including:

- Educational guidance
- Warnings
- Listing modifications
- Listing restrictions
- Reservation cancellation
- Account restrictions
- Temporary suspension
- Permanent removal from the platform
- Other actions reasonably necessary to protect users and platform integrity

The severity of enforcement may depend on:

- Nature of the conduct
- Frequency of violations
- Severity of harm
- User history
- Cooperation during investigation
- Safety considerations
- Applicable legal requirements

Serious incidents involving hate speech, threats, discriminatory harassment, violence, or repeated discriminatory conduct may result in immediate suspension or permanent removal.

BubbleCharge's Commitment

BubbleCharge is committed to fostering a marketplace where users are treated with dignity and respect.

While BubbleCharge cannot prevent every instance of misconduct, it seeks to promote equal access, fair treatment, and inclusive participation throughout the platform.

BubbleCharge regularly reviews its policies, procedures, and enforcement practices to support these objectives and to comply with evolving legal obligations.

Relationship With Other Policies

This Nondiscrimination Policy should be read together with:

- Terms of Service
- Privacy Policy
- Community Policy
- Content Policy
- Dispute Resolution Policy
- Host Privacy Standards
- Cancellation Policy
- Refund Policy
- Off-Platform and Fee Transparency Policy

Where multiple policies apply, BubbleCharge may apply them simultaneously.

Canada and United States

This Policy applies to all BubbleCharge users in Canada and the United States.

Nothing in this Policy limits rights or protections that cannot lawfully be limited under applicable federal, provincial, territorial, state, municipal, or local laws.

Where applicable law provides greater protection than this Policy, the applicable law will govern.

Policy Updates

BubbleCharge may update this Nondiscrimination Policy from time to time to reflect changes in law, platform operations, community standards, or best practices.

Updated versions will be published on the BubbleCharge platform and become effective upon publication unless otherwise stated.

Continued use of BubbleCharge after an updated Policy becomes effective constitutes acceptance of the revised Policy to the extent permitted by law.

Contact

Questions, concerns, or reports relating to discrimination or harassment may be directed to:

support@bubblecharge.com

BubbleCharge Support is available 24 hours a day, 7 days a week.

BubbleCharge Inc.

Canada